

LowCostHolidays Help

Over 140,000 people have been caught short and face missing out on their summer holiday this year after administrators were called in to the LCH Group. Were you one of them? Although you have been inconvenienced there is potentially some good news for those who have booked via credit card or Paypal. You may well be able to reclaim the full amount of your booking. Although those who have booked hotel and flight jointly stand a higher chance of success this should not put you off from following the advice below. Also please consider reading our article on how a little publicised fact will [protect you against financial losses when booking your next holiday](#).

Travelling within coming weeks?

If you have already received your flight tickets, arrange to check-in as normal. If you have not received flight tickets, first of all contact the airline directly with all details available to you. Sadly there is a high chance you will need to book new flights. Feel free to [compare 1200 airlines](#) with our comparison tool to find the best price available. As far as your hotel accommodation is concerned, sadly this shall no longer be valid and if you still wish to take your break you will need to re-book. You can [compare over 800,000 worldwide hotels](#) via our comparison tool, searching 1000's of travel sites to find the best hotel deals online.

Will my Travel Insurance cover losses?

While some policies do include operator failure cover, the majority do not. Have a scan through your documents but make sure to contact your Travel Insurance company for confirmation.

Who are the administrators?

Licensed insolvency practitioners from Smith & Williamson LLP and CMB Partners UK Ltd have been appointed as administrators. You can keep up to date with their [latest information](#) or you can contact them by the following email: lowcosttravelswiss@smith.williamson.co.uk

Can I claim a refund via the administrators?

While there is a process to go through to receive compensation the figure widely reported in the news is under £8.00 per booking. However make sure to register your claim via the above email address and we will continue to update our site with the [latest news](#).

Credit Cards

Under section 75 of the consumer act all purchases made via credit card between £100 and £30,000 should be covered! By law for all companies that have gone bust your only option is the credit card company. Although they may well try to palm you off and push you back to contact the administrator, you have your rights and they are fully aware of them! If for any reason you are met by a frosty reception get in touch with the [Financial Ombudsman](#) to lodge your complaint and they will contact your credit card company on your behalf.

Paypal

As far as Paypal is concerned you are covered by its buyer protection scheme as long as you do so within 180 days of the booking. A spokesperson told MSE (MoneySavingExpert.com) "Purchasers of holidays from Lowcostholidays paid for with PayPal are indeed covered under PayPal buyer protection. They

have 180 days from the date of payment to open a dispute relating to the payment."

All information has been compiled in good faith, however we cannot guarantee any of our findings. Please make sure to get in touch with the contact details mentioned above to ensure you are legally aware of the situation. Here you can keep up to date with the [latest news](#)